



Town of Herndon, Virginia

Citizens Request Management – Online

Ken Holbert, GISP
Management Analyst



About the Town

- Population: 24,000
 - Located 20 mile NW of Washington DC in Fairfax County
 - Started Cityworks implementation in fall 2007
 - Cityworks ELA user
 - Currently used by Department of Public Works
 - 20 installed workstations running Standalone, Anywhere and Desktop
 - Went live with database July 2009
 - Launched CRM website January 2010
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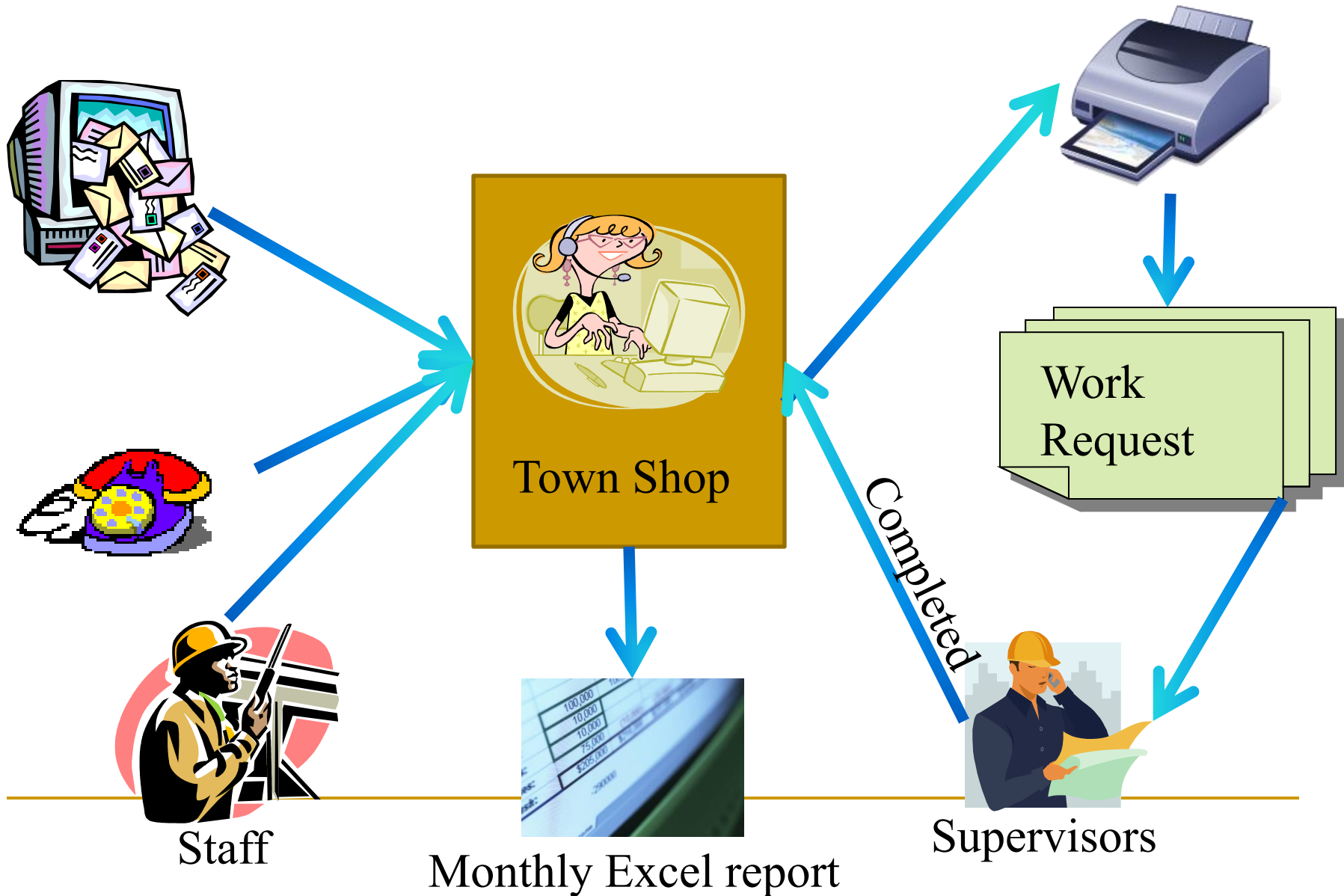


Goals and Objectives

- Provide a feedback system for citizen requests
 - Implement a Town Citizens Request Management (CRM) system that allows request to be submitted via phone or online via a Citizens Request website
 - Requests can be submitted online 24/7
 - The system should link the management of requests, work orders, assets, and maintenance via a spatial enabled centralized database to provide a common operating environment for better decision support.
 - Deploy to public by 2010
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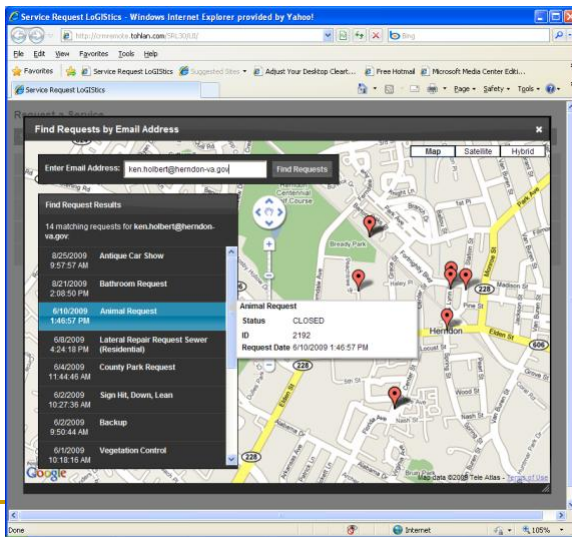
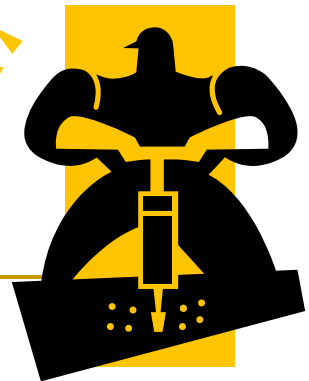
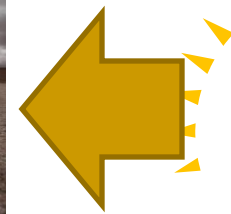
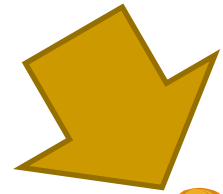
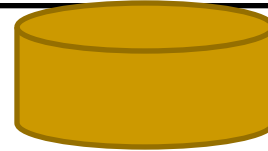
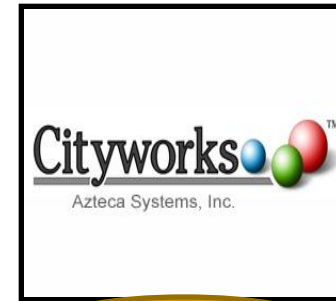


Old Work Request Process





CRM Service Request Flow





Application Functionality

- Limit requests to within Town boundary
 - Flexible Service Request category search
 - By Department, Keyword, or All
 - Users can see existing SR's within their selected category
 - Users can click on the map to indicate SR location (address of incident need not be known)
 - User can see staff comments when they check status of existing request
 - Selected Service Request Logistics developed by Timmons Group of Richmond, VA.
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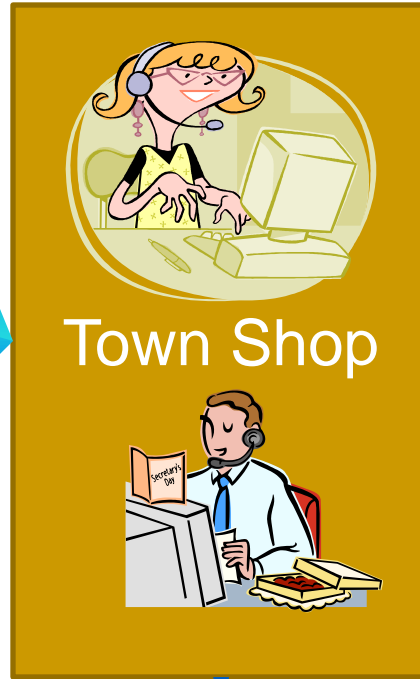
Staff begins entering Service Request into Cityworks via intranet CRM



Crew

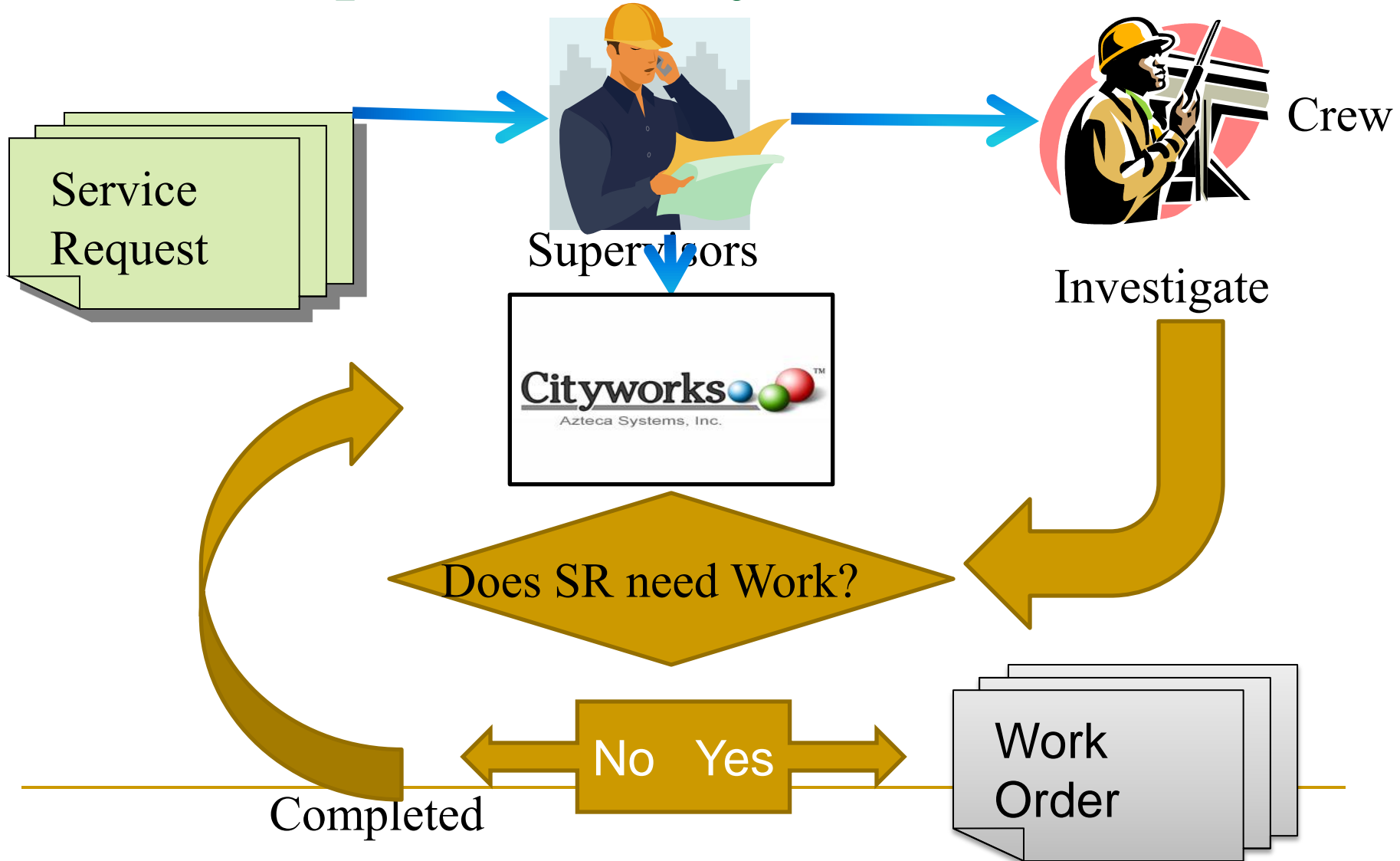


Town Staff



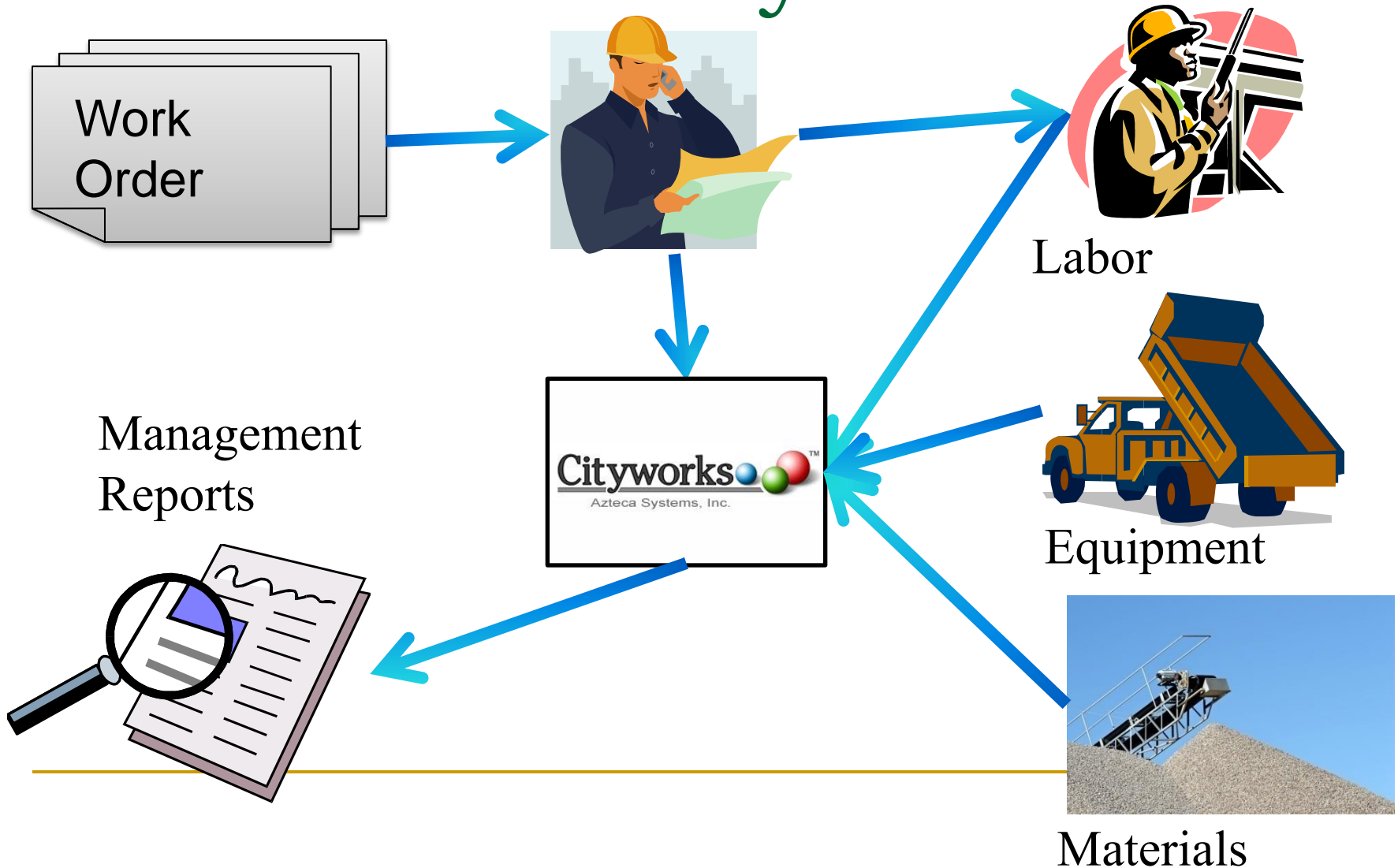


Supervisors process Service Request in Cityworks





Supervisors process Work Orders in Cityworks





Today's Situation

- Cityworks CRM/Asset management system has been implemented in the Town Shop.
 - The Citizens Request website has been installed on the Towns website @ <http://www.herndon-va.gov/CRP/> and has been well received by citizens.
 - The CRM website allows citizens to submit request directly to the Towns Cityworks CRM system and then view the status of their request via a easy to use web application.
 - Staff also use the CRM to make internal service requests
 - Service Requests are being developed for additional departments
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How to use the CRM

<http://www.herndon-va.gov/CRP/>

A screenshot of the Town of Herndon CRM Online interface. At the top left is the Town of Herndon logo. To its right, the text reads "Welcome to the TOWN OF HERNDON CRM Online". Below this, there are two buttons: "Start a New Request" and "Find Existing Request(s)". A large yellow arrow points from the left towards the "Start a New Request" button. Below the buttons is a vertical list of steps for creating a request: "Identify the Request Type (None Selected)", "Map the Request Location", "Describe the Request", "Enter Contact Information", and "Verify and Submit Request".

Welcome to the
TOWN OF HERNDON
CRM Online

Start → **Start a New Request** **Find Existing Request(s)**

- Identify the Request Type (None Selected)
- Map the Request Location
- Describe the Request
- Enter Contact Information
- Verify and Submit Request

* NOTE: Application does NOT work with Internet Explorer version 6.0 or older



Find request by dept or keyword

Service Request Logistics

Start a New Request Find Existing Requests

Identify the Request Type (Animal Request)

Help us route the request to the department that is responsible for your request by identifying the correct type of request.
Choose a method below to identify the request type:

Search By Department All Request Types (A-Z)

Choose a Department:
Streets

Streets Department Request Types

Select the Request Type that most closely matches your request or select a different department:

- ☒ Animal Request
- ☐ Asphalt Repair
- ☐ Asphalt Trail Repair
- ☐ Cracked Apron
- ☐ Debris
- ☐ Ditch Cleanings
- ☐ General Streets Request
- ☐ Graffiti Removal
- ☐ Leaf Collection
- ☐ Problem_Code2
- ☐ Snow Removal / Damage Request
- ☐ Storm Water Blockage
- ☐ Stormwater Missing Manhole Cover
- ☐ Street Sinkhole
- ☐ Traffic Control
- ☐ Trail Vegetation Control
- ☐ Trees/Vegetation Control
- ☐ Trip Hazards

Selected Request Type: Animal Request

Next

Service Request Logistics

Request a Service

Start a New Request Find Existing Requests Cancel this Request

Identify the Request Type (None Selected)

Help us route the request to the department that is responsible for your request by identifying the correct type of request.
Choose a method below to identify the request type:

Search By Department All Request Types (A-Z)

Choose a Department:
Streets

Streets Department Request Types

Select the Request Type that most closely matches your request or select a different department:

- ☐ Cracked Apron
- ☐ Debris
- ☐ Ditch Cleanings
- ☐ General Streets Request
- ☐ Graffiti Removal
- ☐ Leaf Collection
- ☐ Problem_Code2
- ☐ Snow Removal / Damage Request
- ☐ Storm Water Blockage
- ☐ Stormwater Missing Manhole Cover
- ☐ Street Sinkhole
- ☐ Traffic Control
- ☐ Trail Vegetation Control
- ☐ Trees/Vegetation Control
- ☐ Trip Hazards

Selected Request Type: None Selected



Select closest matching request type from list

Service Request LogStics

Start a New Request Find Existing Requests Cancel this Request

Identify the Request Type (Animal Request)

Help us route the request to the department that is responsible for your request by identifying the correct type of request.
Choose a method below to identify the request type:

Search By Department All Request Types (A-Z)

Choose a Department:
Streets

Streets Department Request Types

Select the Request Type that most closely matches your request or select a different department:

<input checked="" type="radio"/> Animal Request	<input type="radio"/> Snow Removal / Damage Request
<input type="radio"/> Asphalt Repair	<input type="radio"/> Storm Water Blockage
<input type="radio"/> Asphalt Trail Repair	<input type="radio"/> Stormwater Missing Manhole Cover
<input type="radio"/> Cracked Apron	<input type="radio"/> Street Sinkhole
<input type="radio"/> Debris	<input type="radio"/> Traffic Control
<input type="radio"/> Ditch Cleanings	<input type="radio"/> Trail Vegetation Control
<input type="radio"/> General Streets Request	<input type="radio"/> Trees/Vegetation Control
<input type="radio"/> Graffiti Removal	<input type="radio"/> Trip Hazards
<input type="radio"/> Leaf Collection	
<input type="radio"/> Problem_Code2	

Selected Request Type: Animal Request

Next Step

Next step



Enter address of incident

Town and
zip not
required

Service Request LOGISTICS

Identify the Request Type (Animal Request)

Map the Request Location

Enter Request Address: 777 Lynn St, Herndon, VA 20170, USA Find Address

777 Lynn St, Herndon, VA 20170, USA

Lat/Lng: -77.3859456, 38.9716131

Map Satellite Hybrid

Previous Step Next Step

Describe the Request

Done Internet 105%

If you don't know the
address you can click
the location on map



Verify location on map

Service Request LoGStics

Start a New Request Find Existing Request(s) Cancel this Request

Identify the Request Type (Special Pick Up Request)

Map the Request Location

Enter Request Address: 777 Lynn St Herndon, VA 20170 Find Address

Special Pick Up Request (Your Request)
Address:
777 Lynn St
Herndon, VA 20170
Drag the marker below to adjust the location of the request

Map Satellite Hybrid

Previous Step Next Step

Describe the Request

Enter Contact Information

Done Internet 100%

Red R's
are
locations
of existing
requests
with the
same type
as yours



Describe the Request

Service Request LogStics

Request a Service

Start a New Request Find Existing Requests Cancel this Request

Identify the Request Type (Sign Street Name for Fairfax County)

Map the Request Location

Describe the Request

Describe the request below (Sign Street Name for Fairfax County).
Answer the questions (if any) the best you can (answers to all questions are required). Any details you provide us will better help us assist you with your request.

1. Name of Intersection?
herndon pkwy & sterling road

Provide us with any additional details below (optional)
CRP testing, DISREGARD

228 characters remaining.

Previous Step Next Step

Enter Contact Information

Verify and Submit Request

Type your
request
details
here



Enter contact information

Your valid email address is required to retrieve status of request

Service Request Logistics

- Identify the Request Type (Sign Street Name for Fairfax County)
- Map the Request Location
- Describe the Request
- Enter Contact Information**
- Verify and Submit Request

Please enter your contact information below (all fields are required):

First Name:

Last Name:

Email:

Re-Type Email:

Address:

City:

State:

Zip:



Verify contact info

Service Request LogiStics

Enter Contact Information

Verify and Submit Request

1 Verify that the following information is correct. If it is not correct, navigate to the appropriate screen and correct it. If it is correct then you may proceed to submit the request.

Identify the Request Type

Sign Street Name for Fairfax County

Map the Request Location

Address 1481 Sterling Rd

City Herndon

State VA

Zip 20170

Describe the Request

Name of Intersection? herndon pkwy & sterling road

Additional Details CRP testing, DISREGARD

Enter Contact Information

First Name Ken

Last Name Holbert

Email Address

Contact Address 1481 Sterling Rd

City Herndon

State VA

Zip 20170

Previous Step Submit Request

Click to submit



Request confirmation

Service Request LogISics

Service Request Confirmation

Your request has been submitted successfully. Your request ID is 2597. Please keep the ID for future reference. It is recommended that you keep a copy of this page for your records.

You may check the status of this request by clicking on the "Find Existing Requests" button. The "Find Existing Requests" feature requires that you enter the email address you used for the request(s) that you have submitted.

The following information has been submitted with your request:

Identify the Request Type
Sign Street Name for Fairfax County

Map the Request Location

Address	1481 Sterling Rd
City	Herndon
State	VA
Zip	20170

Describe the Request

Name of Intersection?	herndon pkwy & sterling road
Additional Details	CRP testing, DISREGARD

Enter Contact Information

First Name	Ken
Last Name	Holbert
Email Address	
Contact Address	1481 Sterling Rd
City	Herndon

Ok, Close this Window.

Printing
not
necessary.
Use your
email
address to
check the
status of
your
request



View status of existing request



Welcome to the TOWN OF HERNDON CRM Online

Start a New Request

Find Existing Request(s)

Your email
address

All your
previous
requests are
listed. Click
to view status

Identify the Request Type (Home Selection) Favorites Service Request Logistics

Find Requests by Email Address

Enter Email Address: Find Request(s)

Find Request Results

25 matching requests for your.name@email.com

Date	Request Type
12/29/2009 11:01:12 AM	Sign Hit, Down, Lean
12/21/2009 10:32:21 AM	Snow Removal / Damage Request
10/29/2009 10:11:02 AM	Trees/Vegetation Control
9/8/2009 10:37:04 AM	Asphalt Repair
9/8/2009 9:39:21 AM	Interior Door Locks
9/4/2009 10:44:38 AM	Asphalt Repair
9/2/2009 1:55:13 PM	Asphalt Repair
9/1/2009	Signal is Out

Map Satellite Hybrid

Sign Hit, Down, Lean
Status: COMPLETE
ID: 3002
Request Date: 12/29/2009 11:01:12 AM

Comments for Request # 3002 - Sign Hit, Down, Lean

CITIZEN: Sign is on Spring St. median facing eastbound traffic at Herndon Pkwy.
12/29/2009 11:05:41 AM

Add a Comment

Map data ©2010 Google



Future Plans

- Just completed survey of water and sewer utilities
 - Implement Cityworks Server
 - Implement Cityworks in balance of Town Departments:
 - Public Works Inspections: permits
 - Zoning/Code Enforcement: permits
 - Information Technology: help call management
 - Community Development: land management
 - Finance: project costs management and water service requests
 - Information Technology: Server Virtualization
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